2010 Business Excellence Awards
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Business Person of the Year - Arvinder Bubber

SEASONAL SIZZLE BUSINESS RECEPTION
DECEMBER 1, 2010; 5PM - 8PM

FOR MORE EVENTS SEE PAGE 7 OR www.businessinsurrey.com
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A Surrey Board of Trade publication in partnership with the Now Newspaper
www.businessinsurrey.com
We see a balance sheet for the planet.

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cga-more.org
It has been a long journey from the Punjab in India to his appointment as the first Chancellor of Kwantlen Polytechnic University, but for Arvinder Bubber this is another opportunity for him to indulge his passion which is to give back to the community. On November 4th he was recognized with the Surrey Board of Trade’s Business Person of the Year award, capping off a remarkable year which saw him elected as an FCA (Fellow of the Canadian Institute of Chartered Accountants) by his professional colleagues.

“I did my elementary and high school in India. My parents placed a very high value on education. Even though they didn’t have much education themselves, grade five and grade ten, they felt that their children should proceed further and provided education accordingly.”

In 1971 he joined his brother in England, to pursue higher education. He spent five years there and achieved his Chartered Accountant designation before moving to Canada in 1976 to work for the Provincial Auditor of the Government of Saskatchewan in Regina. After a few years he went to work for the City of Regina, and stayed there until 1991.

“You know, I can’t say enough about that community,” said Bubber. “Our four kids were born there, and it’s just a great place to raise a family. My wife grew up in Saskatoon, so we have roots there too.”

“In 1991 we moved to Surrey, and like Saskatchewan, we found the community wonderful, and ready to help us settle in. We are well established here now. The kids are well settled, pursuing their education. Surrey too is a wonderful place to live.

Arvinder Bubber is a chartered accountant with his own firm, A.S. Bubber & Associates, and is the founding Chancellor of Kwantlen Polytechnic University. Arvinder has a very strong sense of community and taking care of those within it. Arvinder is very passionate about making education accessible to those who otherwise would not have the opportunity. He believes that a higher education level within the community will elevate it in so many different ways. To be a great leader, says Arvinder, one must possess a multitude of talents and consideration which include becoming engaged with the community; engaging with others; being respectful of others; deciding to be more giving and less selfish; and focusing on where you live or work in order to make it a better place.
Business Excellence and the Changing Workforce

On November 4th the Surrey Board of Trade held its 12th Business Excellence Awards Gala to honour individuals and organizations in Surrey who have been recognized for their pursuit of excellence.

Some of you may remember the management book ‘In Search of Excellence’ published in 1982 and co-authored by Tom Peters and Robert Waterman Jr. It became an instant success and is still one of the most popular business books ever published.

‘In Search of Excellence’ made headlines at the time because it identified the critical importance of people to success in business. It may seem odd now, almost 30 years later, but up until then, businesses were fixated on things – policies, procedures, systems, budgets, tasks. The soft side of the business – the employees and the customers - was not considered as important to business success.

We live and work in a more enlightened world nowadays where respect for both the employees and customers is a crucial ingredient to business success. Technology has been a huge boon for organizations, but even so, most companies are still dependent on attracting and retaining employees who will make their organizations productive and make their customers happy.

Attracting and retaining those employees who can bring about business excellence will be a huge challenge in years to come. The reason? – Demographics. Our working population is aging rapidly. The first of the baby boomers retired in 2008 and this exodus of experienced and skilled older workers will continue for the next 20 years as the post-second world war bulge moves through to normal retirement age. However, because of declining and low birth rates from the 1980’s onwards, there will be a huge shortage of employees to replace those leaving the workforce over the next 20 years. The pool from which employers will be able to recruit new employees is emptying rapidly.

According to statistics prepared by Dr. Linda Duxbury of Carleton University, and a leading expert in Workplace Demographics, our labour force grew by about 226,000 a year for the past 25 years. However, this decade has seen that figure shrink to 123,000 a year and this year will drop even further to 42,000. By 2016, she is forecasting that the labour force growth rate will be near zero. Within the next decade, for every 2 people retiring there will be less than one person to take their place.

What is the significance of this to our businesses? We will be competing desperately with each other for human resources. Employees will be able to pick who they want to work with (not for). Employees will have specific requirements regarding much more flexibility over their working conditions, hours of work and their work-life balance. Employees will not stay long with any employer who does not satisfy their needs.

In general, the employees of the next decade or two will be able to choose where they want to work and the conditions they want to work under. Any employer who needs to hire staff will need to show that they run an excellent organization and that they treat their employees with respect and care about their welfare. This is one of the qualities that the winners of our Business Excellence Awards have in common. They all recognize the importance of the employees to the success of their organizations and run organizations that treat their employees with respect and dignity.

To quote from Peters and Waterman – ‘If you want to compete in the knowledge sector, you must treat employees as your most important asset.’

Chair Allen Aubert, SBOT Governor and I have been networking with the consulate offices in BC – inviting them to their meetings - assessing the opportunity that exists around the world for local Surrey businesses. From this base of international contacts, the SBOT launched a major international business initiative.

So why the focus on international business development? Did you know that the board of trade or chamber of commerce movement was founded some 400 years ago? Did you know that the board of trade or chamber of commerce movement was always about building trade or chamber of commerce in every City around the world? Did you know that no other organization is connected with business globally in this way? The SBOT is connected to this business movement nationally through the Canadian Chamber of Commerce in Ottawa and globally through the International Chamber of Commerce in Paris, France. Because of these strong and historic links, we see a unique opportunity to add value to the Surrey business community by building on this widespread international network that embraces the world.

We know that this will support the City’s overall economic vision and plan to bring more business and investment in Surrey and to offer our local businesses, global business opportunities. The SBOT is ready to go international and is now embracing a plan to establish a Surrey International Trade Centre to promote business opportunities around the world. All of these consulate offices or country organizations on the stage that might have agreed to sign or have already signed a Letter of Understanding with the SBOT that essentially involves 5 core elements. They are:

1. To promote two-way trade, investment, economic cooperation, and international marketing opportunities between Surrey businesses and the different countries

2. To promote Surrey businesses internationally and to identify opportunities for industrial cooperation

3. To receive delegations from overseas and send international delegations

4. To encourage international businesses, locally and from within these countries, to join the Surrey Board of Trade as an international member

5. For the Consulate and or country organization to encourage their chamber of commerce/board of trade to have a Letter of Understanding with the Surrey Board of Trade

This is only the beginning. We see other countries that will want to sign on to create an international web which puts Surrey in the middle of economic opportunity. There is no other Board of Trade or Chamber of Commerce in Canada that is taking this strategic approach to doing business globally. And the Surrey Board of Trade, with our strategic alliances, will now be a global business organization. If we work together around the world, the economic opportunity for local businesses is huge. Our partnership with Export Development Canada continues as they provide their services to our members.

This will lead into the implementation of a Surrey International Trade Centre in 2011. You’ll hear more about this at the Surrey Export Awards and International Trade Dinner to be held in April. We are facilitating two-way trade through a planned suite of strategic alliances, to be a leader to grow small and medium sized businesses. Surrey businesses are a part of the global economic equation!
While many small businesses are unable to justify the cost and resources required to have an organized human resources program, the Surrey Board of Trade recognizes the value that this can bring to the employees of their organization. That is why we've partnered with HRfx and are jointly offering Surrey Board of Trade members: HR in a Box.

A source of ready-to-go human resource tools and information that are simple and ready to use. The HRfx HR in a Box is designed to help you effectively navigate through the ever-changing employment landscape. You will find these products very useful in documenting and understanding your day to day employment events. Whether you're hiring a new employee, performance management or ending the employment relationship or somewhere in between, we know your project will be easier with the templates, information and forms you'll find in your HR in a Box.

Over 40 comprehensive documents, templates, tools and forms are available for purchase in the HR in a Box — all fully integrated, simple-to-use and require few modifications to give you a head start on developing your HR practices and initiatives. The price is discounted for Surrey Board of Trade members - $50 off of the $549 cost.

What is included:

**Organization Tools**
- Sample Employment Handbook
- New Employee Forms
- Sample New Hire Templates
- Payroll and Employee Files
- Sample Position Descriptions
- Managing the Workplace

**Recruitment and Selection Tools**
- Sourcing
- Interviewing
- Selection
- Employment Offer Letter

**Performance Management Tools**
- Performance Review
- Coaching and Mentoring
- Disciplinary Reviews

**Exit Tools**
- The Termination Process
- Exit Interview Template
- EE Exit Checklists

For more information go to: www.businessinsurrey.com or call Glen Grant, glen@hrfx.ca, Mobile: 604-788-5351, Office: 604-994-0266.
New Business:
**ONEbean Coffee Company:**
**Allen Klassen, President**

ONEbean Coffee was founded in January 2009. At this time, Founder and President, Allan Klassen made the decision to leave the corporate world that solely focused on for-profit and use his business skills to create a for-profit company that is focused on giving back. ONEbean Coffee Company is a for-profit company creating long-term fundraising strategies and financial assistance to non-profit and community organizations. They are committed to helping community non-profit groups, sports teams and faith-based organizations through the sale of coffee. ONEbean Coffee Company uses only Certified Fair Trade / Certified Organic coffee to ensure your coffee dollars have a positive impact in the regions where they source their 100% Arabica beans. They also recognize the importance of giving back to the community. In 2009, ONEbean Coffee Company launched a program called ONEbean CARES designed to provide the opportunity for ONEbean consumers and suppliers to collectively partner together and give back more funds to both local and global charities. The ONEbean CARES program highlights ONEbean’s philosophy of striking a balance between both local and global needs.

1 – 5 Employees:
**Murdoch Jewellers, Amanda Curpen Murdoch, owner**

Founded in 1994, Murdoch Jewellers has focused on providing quality products and services for its customers. Murdoch Jewellers specializes in fine calibre jewellery, watch and clock repairs. The unique specialty of Murdoch Jewellers continues to be their Handcrafted Custom Design Jewellery. In addition to custom pieces, Murdoch Jewellers also carries fine lines of manufactured jewellery, watches and well-crafted giftware. Murdoch Jewellers values their customers' business and will go the extra mile to make sure they are satisfied. Often, the staff will make house calls to accommodate their clients. Murdoch Jewellers has maintained the highest Better Business Bureau rating of A+. Owner Amanda Curpen Murdoch has a saying: "There is work time and fun time, but both are part of Murdoch Time."

21+ Employees: **Endurance Wind Power Inc.**

Endurance Wind Power, founded in 2007 by Glenn Johnson, is a manufacturer of advanced wind turbines designed specifically for distributed wind power applications. Their line of modern, induction-based wind turbines brings efficient, reliable, safe and quiet, renewable energy within reach of homeowners, businesses and institutions across North America, the United Kingdom and other global markets. The architecture behind the Endurance wind turbines has broken the paradigm of small wind turbines allowing the company to convert more energy into electricity. Endurance Wind Power Inc. has a core strategy that revolves around operational excellence. Their technology has enabled Surrey and Canada to be showcased on the global stage.

6 – 20 Employees: **van der Zalm + associates inc., Mark van der Zalm, President**

Van der Zalm + Associates Inc. is a full service Landscape Architecture, Urban Planning, Parks and Recreation Consulting firm based in Surrey, with offices also in Beijing, China. Since inception in 1999, van der Zalm + associates inc. has strived to become a leader in sustainable and innovative solutions for public realm projects, and private development. Their work has resulted in some of the most recognizable public park spaces in Surrey, including Holland Park – Surrey’s first urban park. Van der Zalm + associates pride themselves on finding contemporary design solutions that are buildable, beautiful, and sustainable. President Mark van der Zalm provides a supportive work environment, giving the staff the opportunity to guide their own projects from start to finish. Mark was elected President of the British Columbia Society of Landscape Architects in 2010. The company is growing and is looking to relocate their office to the new Downtown Surrey.
events

Mark Your Calendar:

WORKSHOP: “DISNEY’S APPROACH TO QUALITY SERVICE”
Date: November 30, 2010
Location: Kwantlen Polytechnic University Surrey Campus (12666 72 Ave, Surrey)
Admission: $395ea (includes course materials and meals). Use promo code SBTMNE for $50.00 off. To register call 877.544.2384 EXT 1 or www.keysvancouver.com

SEASONAL SIZZLE BUSINESS RECEPTION
Date: December 1, 2010; 5:00-8:00pm
Location: Fraser downs Racetrack and Casino (17755 60 Ave, Surrey)
Admission: By food donation or $5.00 at the door for the Surrey Food Bank

SURREY BOARD OF TRADE OPEN HOUSE
Date: January 19, 2011; 5:00-8:00pm
Location: Surrey Board of Trade office (14439 104th Ave, Surrey)
Admission: Free

USA MARKETING WORKSHOP
Time: January 25, 2011, 8:00-10:00am;
Location: Surrey Board of Trade Conference Room (14439 104th Ave, Surrey)
Admission: $35.00ea

2011 ECONOMIC FORECAST LUNCHEON featuring Financial Analyst MICHAEL LEVY & DR. LINDA DUXBURY, leading Workplace Demographic Expert
Date: February 3, 2011; 11:30am to 1:30pm
Location: Sheraton Vancouver Guildford Hotel (15269-104 Avenue, Surrey)
Admission: Members: $45/ea; Non-members: $60/ea;
Table bookings available.

Find out more and register for our events at www.businessinsurrey.com

ANGER MANAGEMENT

- Are you controlling your anger or is it controlling you?
- Do you express your anger through aggression?

Aggression leads to problems at work, at home and in every aspect of your life. I teach you to control your anger and relax through simple techniques. Through this course, you will gain the flexibility to remain calm and objective in situations that would have made you angry and enable you to create mutually beneficial outcomes. Here is what one client has said “I have been more confident in my work and have stopped being so harsh with myself when I make the odd mistake. I feel so free, happy and content”.

Start living life to the fullest! Call today - 604 551 4986! www.angermanagementcourse.ca

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www.TekBusters.ca

It’s Time to Get Your Snow Tires!

INTEGRA TIRE is NOW OPEN in LANGLEY!!
Target Hardening Protects Your Business, Your Community

– Building a more secure community

The Surrey RCMP are encouraging all businesses to implement and follow applicable recommendations and target hardening tips to protect their businesses from potential break and enters:

- Report all suspicious activities and incidents to Surrey RCMP non-emergency line 604-599-0502. If a crime is in progress and/or life is in danger, call 9-1-1.
- Install security video surveillance cameras inside and outside the business for full coverage.
- Upgrade security alarm systems and adjust the height of the motion sensors inside the business to detect all movements. The crooks will often crawl on their knees to avoid detection.
- Make sure motion sensors are not blocked by any objects, so that all movements are detected.
- Install a glass-break sensor on windows as well. Criminals will remove the glass without breaking it. Glass windows should be secured with bars and grills.
- Keep your exit doors clear of any obstacles.
- Install a wind chime or buzzer at your main entrance to alert the staff.
- All exterior doors should have a full-length metal plate and good dead bolt lock for better security.
- Make sure all exterior lights around the business are turned on at night.
- Put security alarm stickers on all exterior windows, and doors.
- Lock outside dumpsters/garbage bins, as open dumpsters attract unwanted persons.
- Keep an up to date inventory of the serial numbers of expensive equipment and take pictures in case of loss or theft.
- Keep your Pin pad machines secured and out of sight. Check the serial number daily.
- Do not keep any cash in the tills after hours – leave tills open.
- Trim trees up to 10 feet and trim bushes down to 3 feet around your businesses so the business is fully visible from the street – don’t provide opportunities for the bad guys to hide while breaking into your shop.
- Keep expensive items away from doors and windows.
- Anchor your safe to the floor with bolts, and alarm it as well.

If you have any questions or concerns please contact your local RCMP District Office or the Surrey Crime Prevention Society. Ask about CEPTD.

Contributed by: A.S.(Avtar) DHANJAL
S/Constable, Community Safety Officer,
RCMP Surrey Detachment District 3/ Newton

All I want for Christmas is... an iPad™

Show us your holiday spirit and you could win an iPad™! All you need is a camera and some holiday cheer and you can enter to win our 2010 Holiday Photo Adventure at tourism surrey.com!

Visit as many of the 10 fun holiday locations as possible, take a photo of your friends and family enjoying the festivities and upload the images to tourism surrey.com. Whether you make it to one stop or ten stops, you will be entered to win one of three fantastic prizes. Each photo entered gets you one entry in our prize draw, so the more the merrier (and better your chances!). What better way to enjoy the community during the festive season than to explore our local treasures!

There are other prizes to be won as well! Visit tourism surrey.com for complete prize details and a list of all the festive activities.
Advancing Cancer Care

With the opening of the Centre for Advanced Diagnostics, patients now have immediate access to a PET-CT scan, the most advanced medical diagnostic imaging tool available today for the early and accurate detection of cancer. Patients are seen within a week at our patient-focused state-of-the-art facility. They leave with a copy of their results the same day and a report is sent to their referring physician within 36-48 hours, giving them the vital information they need to plan the best treatment.

You have questions. We have answers. Call us at 604 678 9274.
**Student Entrepreneur: Adrenaline Productions**

Benjamin Brown Bentley began Adrenaline Productions in 2008 with his business partner Joel Isfeld when the two realized they shared a common interest—putting on parties! Adrenaline Productions is an events production company, specializing in late night dance events for all ages. Adrenaline is currently the only company in the Lower Mainland to offer teen dance events at a nightclub. Working with the city, nightclub and police, Adrenaline licenses a normally 19+ nightclub to remove all alcohol and allow teens to party safely in a secure environment. Adrenaline Productions also hosts “Late Night Dance Events.” Adrenaline is just the third company in the Lower Mainland to host “Late Night Dance Events” legally. Adrenaline Productions has seen nothing but success in all of their endeavours, and no doubt has a very bright future ahead. Last year Benjamin was named Simon Fraser University’s Entrepreneur of the Year, and attends the Simon Fraser University Surrey campus. This past summer Benjamin worked full time as the Program Assistant at the Surrey Food Bank through a Federal Government contract.

**US Mid-term Elections Signal – But watch for the reducing value of the American dollar**

The Democrats lost control of the House of Representatives, and very nearly took control of the Senate as well. What does this mean for business north of the 49th Parallel?

This wasn't a surprise for me because the markets, which are always looking down the road, read it right. You saw the Dow steady-out, maybe get a little stronger, you saw the US dollar fall a little bit and then come back, and the Canadian dollar went up. So when the election news unfolded, there were no surprises.

If I can make a political remark here, I think it was more of a rebuke of Nancy Pelosi rather than the President. Business hasn't been happy with the economic direction the president has taken. This is well known, but the Senate stayed Democratic and we saw the rebuke in the house. When the Democrats came in, Pelosi did a real stick it in your face to the Republicans. They flaunted it, they put up party balloons, but John Boehner, who is expected to be the next Speaker of the House says, “I don’t want any such thing, we have work to do, we have an economy to repair, and let’s see if we can’t get along.”

Of course, they’ve also been reacting to the President’s priorities. It should have been the economy, when they were focusing instead on health care. Right now, Canada is waiting on the side lines to see what the US Federal Reserve has to say and to see where the employment numbers are later on this week. I think that will give more direction to where Canada is going and whether the US economy can catch on again. I think when we know the quantitative ‘Easing’ number (that is the amount of money they are going to print and put into the US economy) that will likely have more of an effect on Canada.

Is there any concern that there’s going to be something akin to a hung parliament in the US, because of the split in their legislature?

I don’t think as much, because the next speaker has said they want to work together to get things done. If it looks like the Republicans are trying to work cooperatively with a President who now has to work cooperatively, then we get this meeting of minds and a bit of cooperative spirit, and I think it’s going to be positive. It has worked before because Clinton lost his majority in both houses, then went ahead to work cooperatively with the republican house and senate reasonably successfully.

Could this could lead the American government to be less protectionist over the next few years?

With the Republicans in, yes I do, because they are more inclined to be free traders. But remember, they also preserve their own bailiwick. Mostly it’s state governors who pressure the federal government to be protectionist of their state’s commodities, whether those be lumber, or cattle, or steel or whatever. They have less of a chance of doing that with the Republican House.

What are some of the markets from around the word saying?

The Republicans are freer traders, more globalist and less protectionist than the democrats, and that heralds well for China. But remember, the US economy is on the ropes right now. Otherwise you wouldn’t see the Federal Reserve coming in to do more easing. And I think they will allow the US dollar to go lower eventually. That will help protect US industry, and that’s what might get the backs up in countries like China, India, Brazil, the Europeans and Canada. When you let your currency go down, it’s just like putting on tariffs, because it means the people in your country can’t afford to buy the imports. This hampers China’s or Canada’s exports to the US, so I think it may be that natural phenomenon that might come into play instead of them throwing up trade barriers. The next month will be very interesting.
Non-Profit Over $500K: Elim Christian Care Society

Elim Christian Care Society was formed to develop the care facilities of Elim Village in 2003. The Emerald (Assisted/Supportive Living) opened its doors in August 2005. In 2009, The Harrison opened for seniors requiring Residential Care. Elim Christian Care, a non-denominational organization, is one of three organizations which comprise Elim Village. Its mission is to provide seniors with a variety of housing options and multiple levels of services and care in a community which strives to meet their mental, physical, social, emotional and spiritual needs. They endeavour to be regarded as the model of best practice in provision of care for seniors. To accomplish this, they are valued partners in demonstrating a distinctive approach to seniors’ care that recognizes and supports the unique needs of each individual, while embracing the benefits of working and living in a community.

Elim Christian Care Society extends the care model throughout Elim Village from independent housing through residential care and is founded on a concept of community which recognizes that our interdependence and strength is found within a community that allows us to celebrate the joys of life and meet the challenges of life as we age.

Research & Development Tax incentives

– Take advantage of tax refunds or credits

The Canadian Scientific Research & Experimental Development (SR&ED) program is helping business develop or improve their product or processes. The SR&ED program’s tax incentives may apply to activities in which you are already taking part. Under Canadian tax law, the key benefits of qualifying SR&ED expenditures include:

• Eligibility for investment tax credits (ITCs) that, federally, can reach up to 35% of eligible expenses may reduce tax payable or, for certain Canadian-controlled private corporations, even be fully refundable in cash.

• A full tax deduction in the year the expenditures are incurred, which may even apply to research and development capital assets that are not just for regular commercial use.

• The ability to “pool” SR&ED expenditures, enabling you to carry forward these deductions indefinitely, to the extent that they are not currently needed.

• Most provinces offer additional incentives for qualifying activities that increase the benefits of filing a claim, such as effectively combined federal and provincial rates on labour, which can often exceed two-thirds of the underlying costs with proxy overheads added.

SR&ED activities are not limited to those that occur in a traditional research lab. In fact, most claims are for experimental development – which often takes place right on the shop floor. A project may start in a lab, but is almost never completed there.

Qualifying expenditures

• Salaries & wages

• Materials

• SR&ED contractors

• Overhead costs or proxy “notional” overhead costs

• Lease costs or capital assets used for SR&ED purposes

• Third party payments to other research entities, including universities

SR&ED and your industry

The benefits of SR&ED tax incentives are available to any industry, including:

• Manufacturing, Automotive

• Technology, Software, Video Games, Hardware

• Plastics, Chemicals

• Food Production, Processing, Agribusiness

• Forest Products, Pulp and Paper

• Mining, Oil and Gas

Are you eligible?

Is your company:

• Developing a new product or process?

• Improving an existing product, or your methods or processes?

• Working to reduce the environmental impact of your manufacturing process?

• Working on the next generation of your technology?

The claim preparation process involves:

• Determining the eligible projects and the activities within them

• Preparing a technical report to describe the project

• Identifying the eligible costs that relate to the work

• Completing and filing the tax forms and technical report

This information article is provided by BDO Canada. Their team is comprised of engineers and scientists who can help you with both parts of the claim and ensure you receive the ITCs to which you’re entitled. They can mentor your clients to ensure they meet the program requirements, file the necessary forms and reports, and ultimately improve their chances of success with the SR&ED program. Successful companies then have the ability to allocate further funding to research and development activities on an ongoing basis. BDO is a leading provider of accounting and advisory services in the mid-market, working with entrepreneurial businesses, public companies and governmental organizations.

Contact: David Spicer, LLB, CA, Partner 604 443 4714

Majority of attached homes in Fraser Valley fall under HST threshold

The Fraser Valley will offer buyers of new homes noticeable savings after July 1 when the Harmonized Sales Tax (HST) comes into effect, according to the Fraser Valley Real Estate Board.

Deanna Horn, President of the real estate board explains, “Since the majority of new townhomes, apartments, as well as select, new single family homes in our region sell for less than $525,000, the BC new housing rebate threshold in BC, the impact of the new HST will be lessened.”

On July 1, the seven per cent Provincial Sales Tax (PST) will join the five per cent Goods and Services Tax (GST) for a combined HST rate of 12 per cent. The HST will apply to the sale price of all new residential homes however; the BC government will provide a rebate up to a maximum amount of $26,250. According to the provincial government, homes that sell for up to $525,000 will cost the same or less than what they would have when only the GST applied.

“When the HST was first announced, we were concerned for our clients,” explains Horn, who represents nearly 3,000 REALTORS® working in the Fraser Valley.

“Although the HST impacts new home purchases more dramatically than resale, we’re pleased that through our lobbying efforts alongside other BC housing industry representatives, we were able to convince the government to increase both the threshold for the new housing rebate, and the amount of the rebate itself.

“The result is that most buyers of new, attached homes and select detached homes in the Fraser Valley will be able to maximize the benefit of the government’s rebate program. Just recently, I was recommending a lovely new, single family home in Cloverdale to one of my clients with an asking price of $519,000. A similar home in other Lower Mainland communities could be considerably higher in price and after July 1, will result in higher taxes because it is above the HST threshold.”

According to Canada Mortgage and Housing Corporation (CMHC), the average price of new townhomes in Surrey in May was $475,154 and in Abbotsford $403,469. The average price of new detached homes in Abbotsford in May was $532,129. CMHC also reports new apartments – 1,000 square feet in size – are selling currently on average for $294,860 in Surrey; $232,800 in Abbotsford; and, $273,880 in Langley.
Our History in Photographs

Special! 2010 Hard Cover Edition

NOW HERE!

Featuring photographs of Surrey past.

Net proceeds to “Right To Play”

Order Yours Today!

Drop into our office and pick up your copy after February 10th or order your copy now.

Dianne Watts
Mayor of Surrey

MAYOR’S MESSAGE

Welcome to the story of our great city.

As B.C.'s fastest growing city and the community with the fastest growing immigrant population in Canada, the face of Surrey has changed dramatically over the years. Our city's story is filled with tales of strength, challenges, hardships, successes, unprecedented growth, strong family ties and dedication to a sense of community.

This book is a phenomenal way to showcase every part of our city's diverse past, showing residents at work, at home and at play at different times of Surrey's history. While there are written histories of our city, this book is sure to fill a gap – the photos you will see in the following pages truly speak for themselves and I believe they speak volumes to our rich and vibrant history.

Surrey residents have always shown a dedication to their community and this book is a perfect way to honour those who were – and are still – proud to call Surrey home.

Indeed, the future lives in Surrey. But let us not forget the past, for it's the hard work of those before us that has paved the way for us as a city. Our story continues to be written and I, along with city council, look to the future with excitement and optimism for what lies ahead for Surrey. But sometimes a quick look behind us reminds us of where we came from and where we need to go.

Thank you, for your interest in your community's history. And if you or your family have contributed photos to this book, thank you for helping us tell Surrey's story.

Dianne Watts
Mayor of Surrey

PUBLISHER'S MESSAGE

In August 2009, the Surrey Now newspaper called on its readers to send in their old photos of life in our city up to 1990. We had such an overwhelming response that we expanded our plans to collect a local history of Surrey in photographs that were taken from before the turn of the 20th century through the 1990s. When the time came to produce this book, we had more than 1,000 photos to choose from. This enthusiasm for our city's history inspired us and reaffirmed our decision to publish this beautiful book.

We believe the true history of Surrey is captured in people's unique photos. And we believe the book you are holding now is proof of that. As you flip through this book's pages, think about the stories that our city holds and think of all the people that have called Surrey home throughout its rich and vibrant history. As you peruse through the hundreds of historical photos, look for faces and names that you might recognize. Share these photos with your friends and family.

We at the Surrey Now are proud of our city, our history and proud of this book. But most of all, we are proud of the dedicated people – past and present – who have worked hard to build our community into what it is today. It is to those people whom we dedicate this book.

Thank you, and enjoy your read.

Gary Hollick
Publisher

Surrey

Our History in Photographs
We're Back - 5 Star Catering
– John Morin & Baljit (Bob) Ahiwalia

In 2003, Business In Surrey profiled 5 Star Catering as one of the city's leading firms in this sector. Seven years later, Bis spoke with John Morin, partner, as they resume full operations following an arson attack on their facilities at 188th and #10 Highway. The fire denied them use of their pub, banquet facilities and kitchen at that site.

Notwithstanding this enormous impediment to their business, they kept going with offsite catering and are now in the final stages of returning to full operations at their “Sunrise” facility. Editor, Ray Hudson asked John Morin about the fire over a year and a half ago. It was the day after St. Patrick's Day (2009). We'd had a big event the night before and it was one of the busiest days in the pub. We locked up for the night about 2:00 am and just two and a half hours later we got the call that the fire alarm had gone off. By the time we arrived there, about 5:30, and the front entrance to the pub was in flames.

What goes through your mind as a business owner when you come upon a scene like that?

We had to carry on. Obviously we couldn't do anything we'd booked at Sunrise, so where we could, we gave deposits back to people, or relocated them in other locations. If there was any cost added, we made sure the customer didn't get charged for it; like picking up the difference in rent if the cost was more than what we charged.

We did a few jobs at the East Delta Hall and the Danish Hall, then we had the opportunity to go back into the Curling Club in Cloverdale, where we operated for so many years. We were fortunate anyway because, at the time of the fire (not including the pub), 50% of our business was off site. So we tried to satisfy all the people that had their functions at Sunrise, trying to locate them in other locations, where we catered their event. For a lot of them, we could only just give them their money back. One bright note though, because of the time and offsite catering, we were able to continue to pay our main staff.

With the restoration, the contractors estimated that we'd be up and running in 6 months, or at least by the end of December (2009). Of course it just stretched out longer and longer. Everything just seemed to take forever to get done. In the meantime, we're continuing in good faith to look all these bases and things, thinking we're going to be back in business.

Ultimately though we saw things weren't happening, so we had to set up our customers in other halls, or give them their money back. We didn't make any money in all the offsite functions. We were happy to get paid back the amount of off-site catering, just give their money back. One thing we learned is that you didn't expect in that process.

I guess the biggest surprise was the length of time it took to get everything done. If the place had burned to the ground and you had to rebuild it, you'd probably be up and running sooner than if you had to redo it. There were lots of different code upgrade issues, particularly in bringing things up to current codes.

But we're fully back in business now and the challenge will be to rebuild to our previous levels. Insurance does not pay for building your business up again. You basically have to go back to scratch with things like advertising and such.

In dealing with the restoration, insurance and so on, were there any surprises that you didn't expect in that process?

We've got a lot of the Christmas events back, and we're pretty well full every weekend on Friday and Saturday. We did a lot of work in other halls setting up and taking down and it's lot more work than if it was here. But we tried to go the extra mile to make it as much as like it was here. And now, it is here – it's nice to be home.

Contact this Surrey Board of Trade member at www.5starcatering.com.

Breakwater Marine Sees Dramatic Expansion
– Opens stores in Nainamo and Ferndale, Washington

Breakwater Marine, which rose phoenix-like from the failed Olympic Boat Centres, is seeing dramatic growth in their business over the past year, with expansion to Vancouver Island and the US. The firm, led by two of Olympic’s most successful location managers, Aaron Fell and Fred Moore, won the Surrey Business Excellence Award in the new business category last year. We followed up to see how the company has been doing since that time.

“We've opened up in Nanaimo on the water, with a 14,000 sq ft facility,” said Fell, “which allows us to sell and service boats over on the mid-island sections of Vancouver Island. In the last year the Surrey location has grown to be such a large entity that we are now the world’s largest Larson and Glastron dealer. Last week we were flown to Minnesota and honored with an award for the Worldwide Dealer of the Year through Larson Boats.”

“On the heals of last year's Business Excellence Award, our partnership with the Surrey Board of Trade has made a huge impact on the viability of our business and some of the interviews that we've done”, said Fell. “We've tried to build the business with a really high-end for customer service.”

They report that the major- ity of their business right now is referral, which resulted in a decision to open a third loca- tion this October in Ferndale, Washington. “It enabled us to help Canadians, take advantage of the strength of the Canadian dollar, without hav- ing to travel far south.”

The Ferndale store, on the I-5, will have 3.5 acres of new, pre-owned, and consignment boats. “The uniqueness of our company,” said Fell, “is that Fred is American, I'm Canadian, and provides an international ability for our company. We're the only people that can actually sell a boat out of a Washington State store, do the transporta- tion, and do the financing and paperwork out of the Canadian store and you can take delivery out of the Canadian store like you bought it here.”

When asked if this growth was an indicator of a strengthening economy, Fell replied, “The economy is definitely starting to come back. But the reason people are buying boats in record numbers right now, at least from us, is that you've got parity in the dollar, a record low interest rate on the heals of the US recession, so availability is still decent. You've got manufacturers in the states that are still willing to service strong territories like this.”

Fred Moore and Aaron Fell of Breakwater Marine
ACROSS THE BOARD

The City of Surrey’s 2010 Celebration Site was named the Best Public Entertainment Event of 2010, by the BC Event Awards program. The BC Event Awards program recognizes outstanding achievements in special events, meeting management, and conference planning and exhibition management. More info: 604.598.5760.

COMFORT INN & SUITES won an “award of excellence for 2010” by TripAdvisor, and ranks “top 10” highest in western Canada 2010 by Choice Hotels. The hotel is under the leadership of the Lak and Roop Koomer. Lak is VP of Operation for the commercial portfolio and has 25 years of high-end hotel experience. Koomer, the GM and one of the principal owners, has brought the hotel to a high level of marketable standards, with the addition of new amenities and proximity to the Surrey Rec, and Leisure Centre. More info: www.comfortinsurrey.com.

Congratulations

The City of Surrey and the Surrey Board of Trade are now rehearsing for their Christmas Panto “Alice in Wonderland” at the Surrey Arts Centre (13750 88th Ave, Surrey). Dates are Dec 16 (2 for 1 preview), Dec 17-Jan 2, shows at 7 and 3pm. Ticket discounts are available for large groups. More info: 604.501.5566; www.rectheatre.com.

Art of The Month

Artists Ernie Faessler and Isabel Simpson are currently displaying their work at the Surrey Board of Trade (10583 149th Ave, Surrey). For information on art rentals or purchasing, call the Arts Council of Surrey at 604.585.2787.

NEW MEMBERS

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At the recent grand opening of the Newton Cultural Centre, the Surrey Board of Trade presented a cheque to the Arts Council of Surrey in the amount of $1,000.00. It will be used for the cultural centre. More info: surreycra.

Announcements

Alexandra Neighbourhood House Retreat & Conference Centre has space available for weekend business retreats, discounts available if you’re done by the end of the year. More info: 604.535.0015 ext 231.

Aarti’s Catering has just opened in Surrey. They’re offering fresh, locally grown vegetables and non-vegetarian Indian food, prepared by an experienced chef they’ve hired from India. More info: Aarti or Sanjeev, 604.501.9006 or 778.995.9006; sanjeev+huma31@gmail.com.

The BC Human Resources Management Association in the Fraser Valley is holding their business networking event, the 5th Annual Holiday Mix & Mingle, December 8th, 5:30-7:30pm, at the Cascades Hotel & Casino, Langley. Along with food, entertainment and prizes, there will be a chance to meet the BC HRMA CEO Simon Evans, CCHR, Fraser Valley Chair Heather Johnson and the Advisory Council. HRMA Members $15, Non-members $30. More info: http://bit.ly/bhmcj.


The City of Surrey has opened the new Newton Cultural Centre, a newly renovated, de-commissioned Fire Hall #10, 13550 72 Ave, Surrey. The interior of the Cultural Centre creates a Lobby for local visual artists, a black box studio for performing arts, a large multi-purpose room for meetings and various events of the Community. The new centre is 6 times the size of the former Arts Council space. More info: www.surreya.ca.

The City of Surrey received a $15,000 grant from the TD Foundation in November. The funding will support The City’s Green Timbers Friends of the Forest stewardship program being offered in partnership with Lenas Shaw Elementary School. A year long series of environmental stewardship and education projects in the park will contribute to student’s learning and development and to the long-term health of the forest. The school is one of few in Canada designated as an ‘Earth School’ due to the large number of environmental projects they’ve undertaken. More info: surreycra.

Royal Canadian Theatre Company are now rehearsing for their Christmas Panto “Alice in Wonderland” at the Surrey Arts Centre (13750 88th Ave, Surrey). Dates are Dec 16 (2 for 1 preview); Dec 17-Jan 2, shows at 7 and 3pm. Ticket discounts are available for large groups. More info: 604.501.5566; www.rectheatre.com.

Don Evensen has been appointed the new Vice President Operations at Community Savings Credit Union. Evensen brings over 25 years experience in senior leadership roles with several financial institutions including banking and implementation of various financial management programs to some of the largest corporations in British Columbia. His educational background includes an MBA from Simon Fraser University and a CGA designation.


Rick Havas and Kevin Balmer have opened Edison Electric (2010) Ltd. They are a Surrey based electrical contractor specializing in commercial maintenance, renovation and new electrical installations. Balmer’s father operated the original Edison Electric in Surrey for over 25 years. More info: 604.579.0205 or info@edison2010.com.

D Vu, CEO of emPower4GHG has a new way for business to monitor energy use. The ENVI measures electricity consumption and cost (with natural gas and water anticipated soon) at 10sec intervals, and uploads data to Google PowerMeter over the Internet. In combination, they can be used to identify ways to change behavior and reduce energy costs. Installation is included in the ENVI’s price, and Google’s unlimited data access is free. More info: 604.630.9414 or david.sweeberger.ca.

Frontline, a new real estate services firm, has recently relocated from downtown Vancouver to Surrey. Led by Jordan MacDonald and Justin Mitchell, the company is a full service real estate firm with a team of specialist to handle residential, development land, industrial, office and retail. The office is currently located at 4201 – 17728 66th Avenue, Surrey. More info: Jordan MacDonald, 604.687.8320; www.flre.ca.

Nigel Watkinson, President of the Surrey Board of Trade attended the Taiwan National Day Double Ten reception in September and met members of the Chinese Women Entrepreneurs Association (CWEA). More info: 604.581.7130.


The Surrey Christmas Bureau’s Christmas House is up and running. New coordinator, K.C. Gilroy, is confident that once again the generous business community in Surrey will support efforts to help nearly 2,000 low income families in our city. More info: www.surreychristmasbureau.ca; 604.581.9623.

The Surrey Employment Resource Centre Newton has entered its 15th business year in Surrey. They offer a full range of no cost professional employment services to all job seekers or anyone can arrange for volunteers, practicum placements or employees for local businesses. More info: Susan, 604.501.2224; susan@senc-n.com; www.senc-n.com.

Kyle Chuang and his team are launching their new brand, Western Union Solutions. They were previously known as Custom House Global Foreign Exchange. Their address and phone numbers remain the same, however the website is now http://kyle.business.westernunion.ca. More info: kylechuang@westernunion.ca.

New \$100

Receive \$100 Know someone that should be a member of the Surrey Board of Trade? Let us know, and if they sign up successfully, you’ll receive a $100 SBC credit. Contact Indira or Zinnat for more info: 604.581.7130.

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JOIN THE SURREY BOARD OF TRADE

Find out how membership in the Surrey Board of Trade opens doors to new business opportunities, locally and internationally! Be a part of Surrey’s business voice at all levels of government.

The Surrey Board of Trade (SBOT) invites Surrey businesses to attend the Thursday, December 9th Breakfast in the City orientation as our guest from 7:30-9:30am at the Sheraton Vancouver Guildford Hotel (15269 104th Ave. Surrey) to learn about how the Surrey Board of Trade can help your business. Register online at www.businessinsurrey.com or call Heather at 604.581.7130.

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David Swan, President
Carole Girardi, Arts Council of Surrey and Surrey Board of Trade President, Nigel Watkinson

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Printmaster Printing Ltd has announced the first national recipient of the “Fresh Start” Scholarship award. This year’s winner is Katie Binette, a graduate from Guildford Park Secondary School. The Fresh Start scholarship helps teenager mothers receive post secondary training. Both sponsors and individuals can contribute. More info: www. freshstartfundraising.com.

The Surrey Board of Trade Board braved the wind and rain on Oct. 24th to participate in the Peace Arch Hospital and Community Health Care Foundation’s Great Pumpkin Run Walk. The Foundation estimates they’ve raised $30,000 (not) through the popular event. This year, the event has doubled the number of participants and tripled the dollars raised. More info: www.peacearchhospital.com.

Carole Girardi, Arts Council of Surrey and Surrey Board of Trade President, Nigel Watkinson

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